

**State of Louisiana
Department of Veterans Affairs
Southeast Louisiana War Veterans' Home**

**STRATEGIC PLAN
FY 2008-2009
THROUGH
FY 2012-2013**

SOUTHEAST LOUISIANA WAR VETERANS HOME **STRATEGIC PLAN**

VISION: To serve as a model for all Louisiana Department of Veterans Affairs State nursing homes by optimizing healthcare benefits for disabled Louisiana wartime veterans through federally administered healthcare programs.

MISSION: To provide personalized rehabilitative and restorative healthcare to Louisiana disabled wartime veterans in a safe, clean, homelike environment focusing on enhanced healthcare and quality of life to allow each veteran to maximize their individual potential.

PHILOSOPHY: The Southeast Louisiana War Veterans Home represents a Louisiana commitment to its disabled wartime veterans by providing healthcare in their time of need. To employ the best qualified personnel to perform their skills; to work in a team environment where employees are encouraged to strive for excellence; to create a sense of unity among veterans, their families, employees, service organizations, and the public; to use proactive policy making and innovative action to comply with all regulatory agency regulations; and, to ensure each veteran is provided with efficient, courteous and compassionate healthcare to maximize their potential.

GOALS:

- I. To assure operational effectiveness of the Southeast Louisiana War Veterans Home.

OBJECTIVE I.1 Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013.

STRATEGY I.1.1 Increase admissions of veterans through State Veteran Service Officers in Louisiana and Southeast Louisiana Veterans Health Care System.

STRATEGY I.1.2 Communicate with veteran service organizations to establish a referral network.

STRATEGY I.1.3 Promote the facility by utilizing local media.

PERFORMANCE INDICATORS

| | |
|-------------|--|
| Input: | Total days of nursing |
| Output: | Average daily census |
| Outcome: | Nursing Care Percent Occupancy |
| Efficiency: | Average cost for veteran's healthcare |
| Quality: | Rank among nation's State veterans homes |

Goals: (continued)

II. To maximize cost effectiveness of the healthcare facility.

OBJECTIVE II.1 Obtain 50% of the total veteran healthcare cost with federal funding as provided by federal regulations, while limiting state costs to no more than 25% by FY 2012-2013.

STRATEGY II.1.1 Actively support efforts of the National Association of State Veterans Homes to increase federal per diem payment.

STRATEGY II.1.2 Accurately bill sources of revenue.

STRATEGY II.1.3 Maintain census at its highest level.

STRATEGY II.1.4 Maximize other revenue sources to offset state revenues.

STRATEGY II.1.5 Utilize no cost ancillary healthcare providers.

STRATEGY II.1.6 Encourage qualified volunteer services and donations.

PERFORMANCE INDICATORS:

| | |
|-------------|---|
| Input: | Average cost per veteran day |
| Output: | Average State cost per veteran day |
| Output: | Average Federal cost per veteran day |
| Output: | Average Self-Generated cost per veteran day |
| Outcome: | Percent of cost per veteran day from State revenues |
| Outcome: | Percent of cost per veteran day from Federal per diem payments |
| Outcome: | Percent of cost per veteran day from Self-Generated revenues |
| Efficiency: | Percent of cost per veteran day from State budgeted revenues |
| Quality: | Facility rank among nation's State veteran homes for comparison of cost effectiveness |

APPENDIX

1. Principal Customers:
The principal customers served by the Southeast Louisiana War Veterans Home is wartime veterans and their families, employees and their families, members of volunteer service organizations and the general public.
2. Principal Beneficiary:
The principal beneficiary of healthcare services provided is the veteran resident of the Home.
3. External Factors:
The achievement of stated goals and objectives is dependent upon adequate funding from principal revenue sources: State General Funds, Fees and Self-Generated Funds, and Federal Funds.
4. Statutory Authorization:

Act 152 of 1965 Legislature and
Act 648 of 1968 Legislature

Amended by:

Act 294 of 1974 Legislature,
Act 687 of 1974 Legislature,
Act 300 of 1976 Legislature,
Act 507 of 1981 Legislature,
Act 285 of 1981 Legislature, and
Section 641, Title 38, U.S. Code
5. Development:

The Southeast Louisiana War Veterans Home will utilize the Strategic Planning process to identify requirements of healthcare regulations and trends to establish organizational goals and objectives.

6. Objective Beneficiaries:

Objective I.1: Louisiana wartime veterans will benefit from this objective.

Objective II.1: Veteran residents and their families, employees and their families, and the State of Louisiana will benefit from this objective.

Performance Indicator Documentation Sheet for Goal I

Program: Southeast Louisiana War Veterans Home
Objective: Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013
Indicator Name: Total Days of Nursing Care
Indicator LaPAS PI Code: New

- 1. Type and Level:** Input (Key)
- 2. Rationale:** A valid measure of performance which calculates the cumulative number of veteran residents cared for each day
- 3. Use:** For performance-based budgeting purposes, this indicator will be used to determine potential revenue based on daily services to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by performing a physical count of veteran residents on a weekly basis
- 6. Data Source, Collection, and Reporting** Daily census report is reported on a monthly basis to the Southeast Louisiana Veterans Health Care System for the Federal fiscal year
- 7. Calculation Methodology** Continually add total veteran resident census each day to previous days total
- 8. Scope:** Aggregated by the sum of total veteran resident population
- 9. Caveats:** None

10. Responsible Person: Fac Accounting Spec 1 for accts rec
Performance Indicator Documentation Sheet for Goal I

Program: Southeast Louisiana War Veterans Home
Objective: Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013
Indicator Name: Average Daily Census
Indicator LaPAS PI Code: New

- 1. Type and Level:** Output (Key)
- 2. Rationale:** A valid measure of performance which calculates the cumulative number of veteran residents cared for each day
- 3. Use:** for performance-based budgeting purposes, this indicator will be used to determine potential revenue based on daily services to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by performing a physical count of veteran residents on a weekly basis
- 6. Data Source, Collection, and Reporting** Daily census report is reported on a monthly basis to the Southeast Louisiana Veterans Health Care System for the Federal fiscal year
- 7. Calculation Methodology** Add veteran residents admitted to census minus those discharged
- 8. Scope:** Aggregated by the sum of total veteran resident population
- 9. Caveats:** None

10. Responsible Person: Fac Accounting Spec 1 for Accts Rec
Performance Indicator Documentation Sheet for Goal I

Program: Southeast Louisiana War Veterans Home
Objective: Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013
Indicator Name: Nursing Care Percent Occupancy
Indicator LaPAS PI Code: New

- 1. Type and Level:** Outcome (Key)
- 2. Rationale:** A valid measure of performance which calculates the utilization percentage of authorized nursing care beds
- 3. Use:** For performance-based budgeting purposes, this indicator will be used to determine potential revenue based on daily services to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by performing a physical count of veteran residents on a weekly basis
- 6. Data Source, Collection, and Reporting** Daily census report is reported on a daily basis for the State fiscal year
- 7. Calculation Methodology** Total average daily census divided by total facility bed authorization
- 8. Scope:** Aggregated by the sum of total veteran resident population
- 9. Caveats:** None

10. Responsible Person: Fac Accounting Spec 1 for Accts Rec
Performance Indicator Documentation Sheet for Goal I

Program: Southeast Louisiana War Veterans Home
Objective: Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013
Indicator Name: Average cost for veteran's healthcare
Indicator LaPAS PI Code: New

- 1. Type and Level:** Efficiency (Key)
- 2. Rationale:** Measures amount of funding needed to care for each individual veteran resident each day
- 3. Use:** For performance-based budgeting purposes, this indicator will be used to determine potential revenue based on daily services to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the cost of healthcare provided to veteran residents
- 6. Data Source, Collection, and Reporting** Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year
- 7. Calculation Methodology** Total cost of operating facility divided by veteran resident days of care
- 8. Scope:** Aggregated by the sum of total veteran resident population
- 9. Caveats:** None
- 10. Responsible Person:** Facility Chief Financial Officer

Performance Indicator Documentation Sheet for Goal I

Program: Southeast Louisiana War Veterans Home
Objective: Maintain an average daily occupancy rate of 95% throughout one complete year by FY 2012-2013
Indicator Name: Rank among nation's State veterans homes
Indicator LaPAS PI Code: New

- 1. Type and Level:** Quality (Key)
- 2. Rationale:** Compares total veteran cost per day to other State veteran homes
- 3. Use:** To effect cost efficient management in providing healthcare to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by comparing costs of facility to costs of other State veteran homes
- 6. Data Source, Collection, and Reporting** Annual cost reports from Veterans Administration for the Federal fiscal year
- 7. Calculation Methodology** Compare facility total cost of veterans care to other State veteran homes
- 8. Scope:** Aggregated by the sum of total costs for facility to the total costs of other State veteran homes
- 9. Caveats:** None
- 10. Responsible Person:** Facility Chief Financial Officer

Performance Indicator Documentation Sheet for Goal II

| | |
|--|---|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Average cost per Veteran day |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Input (Key) |
| 2. Rationale: | Measures amount of funding needed to care for each individual veteran resident each day |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine potential revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total cost of operating facility divided by veteran resident days of care |
| 8. Scope: | Aggregated by the sum of total veteran resident population |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

Program: Southeast Louisiana War Veterans Home
Objective: Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013
Indicator Name: Average State cost per Veteran day
Indicator LaPAS PI Code: New

- 1. Type and Level:** Output (Key)
- 2. Rationale:** Measures amount of State funding required to provide nursing care for veteran residents
- 3. Use:** For performance-based budgeting purposes, this indicator will be used to determine potential state revenue based on daily services to veteran residents
- 4. Clarity:** There are no unclear terms.
- 5. Validity, Reliability, and Accuracy** This indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the State cost of healthcare provided to veteran residents
- 6. Data Source, Collection, and Reporting** Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year
- 7. Calculation Methodology** Total cost per veteran day multiplied by % of State funding
- 8. Scope:** Aggregated by the sum of total cost of veteran residents
- 9. Caveats:** None

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|--|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Average Federal cost per Veteran day |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Output (Key) |
| 2. Rationale: | Measures amount of Federal funding required to provide nursing care for veteran residents |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine potential state revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the Federal cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total cost per veteran day multiplied by % of Federal funding |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|---|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Avg Self-Generated cost per veteran day |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Output (Key) |
| 2. Rationale: | Measures amount of Self-Generated funding required to provide nursing care for veteran residents |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine potential Self-Generated revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the Self-Generated cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total cost per veteran day multiplied by % of Self-Generated funding |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|--|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Percent of cost per veteran day from State revenues |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Outcome (Key) |
| 2. Rationale: | Measures percentage from State funding used to pay for daily nursing care for veteran residents |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine State revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the State cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total State funds received divided by total cost per veteran resident days times 100. |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|--|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Percent of cost per veteran day from Federal per diem payments |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Outcome (Key) |
| 2. Rationale: | Measures percentage from Federal per diem used to pay for daily nursing care for veteran residents |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine Federal revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining the Federal cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total Federal funds received divided by total cost per veteran resident days times 100. |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|---|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Percent of cost per veteran day from Self-Generated revenues |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Outcome (Key) |
| 2. Rationale: | Measures percentage of funding required to provide nursing care to veteran residents derived from non-state or federal sources |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine Self-Generated revenue based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining Self-Generated cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total Self-Generated revenues received divided by total cost per veteran day times 100 |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|---|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Percent of cost per veteran day from State budgeted revenues |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Efficiency (Key) |
| 2. Rationale: | Measures percentage of funding required to provide nursing care to veteran residents derived from budgeted State funds |
| 3. Use: | For performance-based budgeting purposes, this indicator will be used to determine State budgeted funds based on daily services to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by determining State cost of healthcare provided to veteran residents |
| 6. Data Source, Collection, and Reporting | Monthly cost report is reported to the Southeast Louisiana Veterans Health Care System during the Federal fiscal year |
| 7. Calculation Methodology | Total State revenues received divided by total cost per veteran day times 100 |
| 8. Scope: | Aggregated by the sum of total cost of veteran residents |
| 9. Caveats: | None |

10. Responsible Person: Facility Chief Financial Officer
Performance Indicator Documentation Sheet for Goal II

| | |
|--|---|
| Program: | Southeast Louisiana War Veterans Home |
| Objective: | Obtain 50% of the total veteran healthcare cost with Federal funding as provided by Federal regulations, while limiting State costs to no more than 25% by FY 2012-2013 |
| Indicator Name: | Facility rank among nation's State veteran homes for comparison of cost effectiveness budgeted revenues |
| Indicator LaPAS PI Code: | New |
| 1. Type and Level: | Quality (Key) |
| 2. Rationale: | Compares total veteran cost per day to other State veteran homes |
| 3. Use: | To effect cost efficient management in providing healthcare to veteran residents |
| 4. Clarity: | There are no unclear terms. |
| 5. Validity, Reliability, and Accuracy | Indicator has not been audited by the Office of the Legislative Auditor. Accuracy is validated by comparing costs of facility to costs of other State veteran homes |
| 6. Data Source, Collection, And Reporting | Annual cost reports from the Southeast Louisiana Veterans Health Care System for the Federal fiscal year |
| 7. Calculation Methodology | Compare facility total cost of veterans care to other State veteran homes |
| 8. Scope: | Aggregated by the sum of total costs for facility to the total cost of other State veteran homes |
| 9. Caveats: | None |
| 10. Responsible Person: | Facility Chief Financial Officer |

STRATEGY ANALYSIS CHECKLIST

GOAL 1

Assure operational effectiveness of the Southeast Louisiana War Veterans Home

ANALYSIS

- ☒ Cost/Benefit Analysis Conducted
- ☒ Financial or performance audit used
- ☒ Benchmarking for best management practices used
- ☐ Act 160 reports used
- ☒ Other analysis or evaluation tools used
- ☒ Impact on other strategies considered
- ☒ Stakeholders identified and involved

AUTHORIZATION

- ☐ Authorization exists
- ☒ Authorization needed

ORGANIZATION CAPACITY

- ☒ Needed structural or procedural changes identified
- ☒ Resource needs identified
- ☒ Strategies developed to implement needed changes or address resource needs
- ☒ Responsibility assigned

TIME FRAME

- ☐ already ongoing
- ☒ New, startup date estimated
- ☒ Lifetime of strategy identified

FISCAL IMPACT

- ☒ impact on operating budget
- ☒ Impact on capital outlay budget
- ☒ Means of finance identified
- ☒ Return on investment determined to be favorable

STRATEGY ANALYSIS CHECKLIST

GOAL II

Maximize cost effectiveness of the healthcare facility

ANALYSIS

- ☒ Cost/Benefit Analysis Conducted
- ☒ Financial or performance audit used
- ☒ Benchmarking for best management practices used
- ☐ Act 160 reports used
- ☒ Other analysis or evaluation tools used
- ☒ Impact on other strategies considered
- ☒ Stakeholders identified and involved

AUTHORIZATION

- ☐ Authorization exists
- ☒ Authorization needed

ORGANIZATION CAPACITY

- ☒ Needed structural or procedural changes identified
- ☒ Resource needs identified
- ☒ Strategies developed to implement needed changes or address resource needs
- ☒ Responsibility assigned

TIME FRAME

- ☐ already ongoing
- ☒ New, startup date estimated
- ☒ Lifetime of strategy identified

FISCAL IMPACT

- ☒ impact on operating budget
- ☒ Impact on capital outlay budget
- ☒ Means of finance identified
- ☒ Return on investment determined to be favorable

